

SQL View

Pioneering Paperless Document Management in Public Sector

Operating in the government sector comes with its fair share of challenges. For one, organizations in this spectrum need to understand the requirements of the big government entities. In an effort to stay relevant, the ageing technology infrastructure must make the quantum leap to leverage the benefits of digitalization for embracing greater transparency and secure information sharing. However, the adoption of technology must be orchestrated carefully as a lot of sensitive information is at stake. Mitigating these challenges along with an ambition to empower the government sector with innovative document management system marked the genesis of SQL View. This 25-year-old Singapore-based company flagged off initially with an endeavor to digitalize communication in the government sector. Ming Huay Ang, VP of Product Marketing, SQL View, notes “The government agencies, when we started, used to keep hard copies of official documents and they had specific departments to handle these. As times changed and the digital wave swooped in, storing paper documents became a tedious and inefficient way of managing official records. We saw it as an opportunity and designed a system, through which all their communication and business record can be stored-in and accessed via a single repository. From keeping track of the physical letter, printed copy of e-mail to

digitizing e-mails, SQL View assists its customer at every stage. We embarked this digital journey of moving from paper to paperless over the years together with our customers in the public sector.” Today the company offers a wide range of document management, meeting minutes management and facility management products catering to the

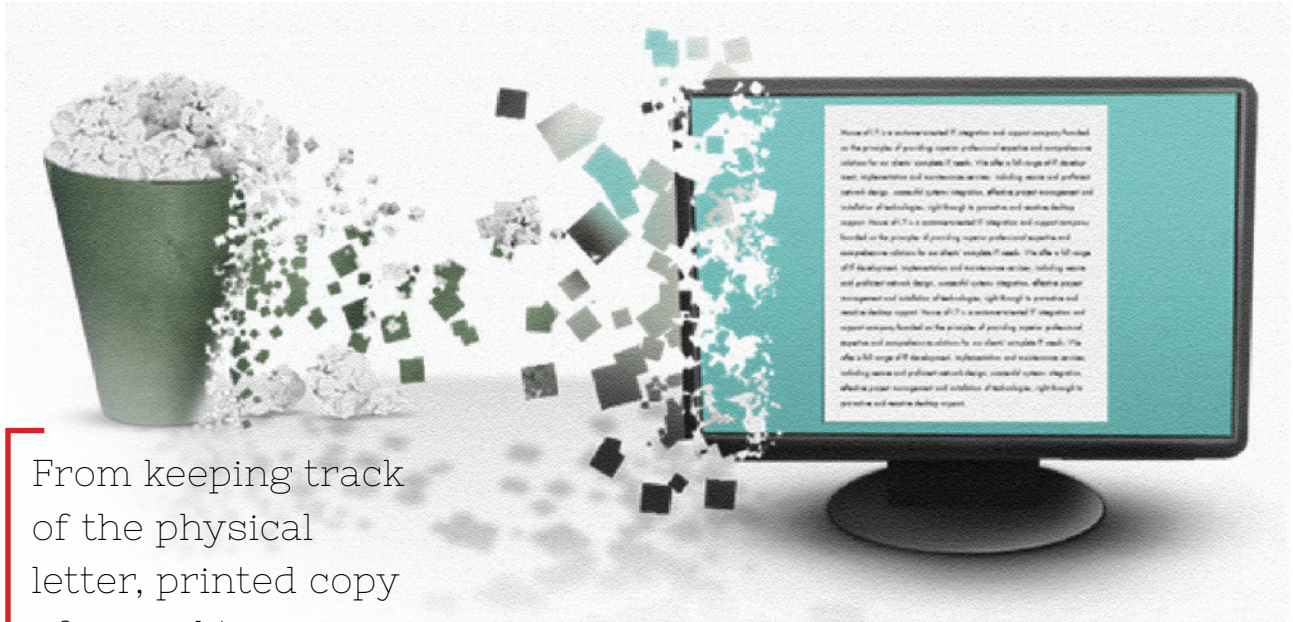


Ming Huay Ang,
 VP of Product Marketing

government alongside many other diverse industrial spectrums. The company began its operation in 1992 when the IT industry was still in its infancy. Digital documentation was still a far-fetched dream. SQL View started by displaying documents in the form of pictures, which laid the cornerstone of document digitization. It, in fact, wheeled beyond the digital document processing to the much anticipated management of information that are captured. SQL View capitalized on this trend and designed products that were unique to the documentation landscape.

What made their product-suite appealing was their conformity towards the global marketplace. Thus, SQL View's products became extremely relevant across the globe and therefore, had widespread reach. Asides, the company's products come with a higher level of governance that demarcates the boundaries of responsibilities very clearly. This feature, in particular, has been fruitful for organizations operating in the government sector.

The highlight of SQL View's product-suite is KRIS Document and Record Management System. Built on the basic framework of managing huge chunks of essential documents, KRIS eliminates the need for storing paper documents. This unique product digitizes document access and sharing by bringing all of them in a single digital inventory, wherein documents are automatically routed and transitioned from one co-worker to another through various stages of processing and approval. It is empowered by a robust search algorithm that can search within the content of documents and equips users with the ability to control access to confidential information by hierarchy, department, project team, etc. Additionally, KRIS offers the necessary agility by allowing information sharing while on the move. Furthermore, KRIS is imbued with the best practices of corporate governance and compliance regulations, thereby alleviating the compliance concerns. All in all, KRIS



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is one stop solution for organizations that are making a move towards a paperless workflow. It eliminates the arduous routine of maintaining piles of paper document and manual labor, enhancing efficiency in the process.

The extent of innovation achieved by the company's clients through KRIS Document and Record Management System has inevitably gathered the attention of large enterprises and agencies in the public sector. Singapore, being the country with the fastest company registration process, requires quick document processing and analysis. One of SQL View's clients operating in this sector had enormous document processing demand, which was placated by using KRIS Document Management System. The company was not just able to get the desired document

processing efficacy; it was assuaged of compliance and regulatory risks, usually involved in such arena. SQL View assisted a client operating in food security domain in their digital transformation journey, who previously struggled with the cost and operation of handling enormous amt of paper document until they implemented KRIS. SQL View equipped the client with best-in-class document management system to carry out their day to day operations, ensuring business continuity, knowledge retention, and centralized control of documents in the grand scheme of events. Such stories stand testimony to the fact that SQL View has always been on the quest to improve the operational efficiency of government agencies, providing the necessary ingredients for managing essential documents on a digital platform in an efficient manner.

With a strong customer base, robust turnkey product portfolio, and efficient management, SQL View today has expanded from Southeast Asia to East African and Middle East nations. However, Ming Huay

Ang believes that the sweet spot for the organization, still, is due to common governance and compliance requirements in commonwealth nations. SQL View, currently, is invested in cloud computing, with a vision to ensure that the government agencies and enterprises can reap the benefits of the technology. In the meantime, SQL View envisions upgrading its product strategy to augment its features by adding more analytical capabilities, allowing user to harness intelligence and knowledge from documents that are captured in the system. Moreover, the firm is constantly looking for strategic partnerships to meet their business imperatives and make strong global presence. "Our key competence is the domain knowhow of the governance and compliance of document management in the public sector. We have the required expertise to understand what technology best fits the business and how informations are ought to be managed. We understand record and document as domains," Ming Huay Ang concludes. **ACO**

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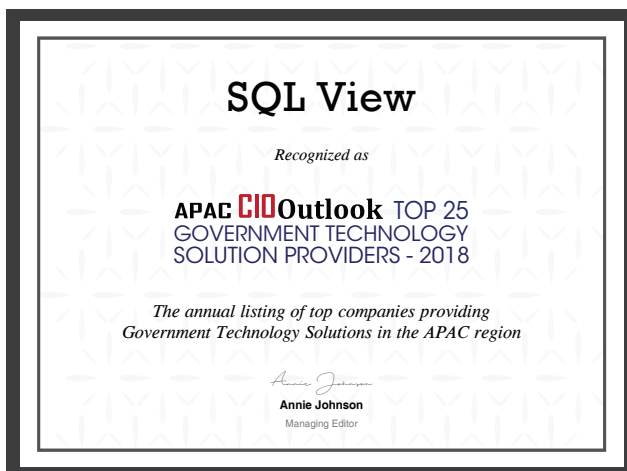
Top 25 Government Technology Solution Providers - 2018

With the Internet of Things (IoT) and Artificial Intelligence (AI) being embraced by all industry verticals, the government tech sector is no different. In 2018, we will continue to see the incorporation of IoT go beyond computers and mobile devices and into enterprise assets, like air quality monitors, and CCTV cameras. This opens the door for a greater emphasis on the smart city initiatives that many governments are aiming to incorporate. With the number of ransomware attacks on government assets last year, 2018 will see a lot more investment in the cybersecurity sector. Providers will offer better backup systems, with localized IT teams on-hand in case of emergencies.

Governments around the world are pushing for better integration of cloud services; however, the trend is shifting away from internal cloud services to public clouds. This is due

to reductions in cost and for improved speeds of deployment. The move towards the public cloud is gaining momentum now because of consolidated procurement, which will bring down costs further. The adoption of big data holds huge promise for governments; however, as of now, it is limited to use cases such as healthcare management and enhanced security capabilities. In 2018, Governments will continue to search for ways to use big data analytics effectively, with providers now being more equipped as well.

This edition of APACCIOOutlook brings you the "Top 25 Government Technology Solution Providers - 2018." This list gives you some of the most prominent organizations in the industry. The proposed list envisions assisting companies to gain from the services of Government Tech Solution Providers that suit their specific requirements and help them enhance their business processes.



Company:

SQL View

Key Person:

Ming Huay Ang
VP, Product Marketing

Description:

SQL View is the Leading Provider in Singapore for Document and Records Management System & Facilities Management System

Website:

sqlview.com.sg